

## **Recovery:**

*National Consensus Statement on Mental Health Recovery  
U.S. Department of Health and Human Services  
Substance Abuse and Mental Health Services Administration  
Center for Mental Health Services*

“Recovery is cited as the single most important goal for the mental health services system.” (*National Consensus Conference on Mental Health Recovery and Mental Health Systems Transformation, December 16-17, 2004*)

“Mental health recovery is a journey of healing and transformation enabling a person with a mental health problem to live a meaningful life in a community of his or her choice while striving to achieve his or her full life potential.”

### **“10 Fundamental Components of Recovery**

- Self-direction
- Individualized and person-centered
- Empowerment
- Holistic
- Non-linear
- Strength-based
- Peer Support
- Respect
- Responsibility
- Hope

### *Report of the Subcommittee on Consumer Issues: Shifting to a Recovery-Based Continuum of Community Care*

“Mental health research shows that people can and do fully recover, even from the most severe forms of mental illness. Most fundamentally, recovery means having hope for the future, living a self-determined life, maintaining self-esteem, and achieving meaningful roles in society. Most consumers report the same things other people want: a sense of belonging, an adequate income, a way to get around, and a decent place to live. These are the essential ingredients of recovery from mental illness.”

“Recovery is an organizing principle for mental health services, programs and supports that is based on consumer values of choice, self-determination, acceptance and healing.”

“Meaningful involvement of consumers in the mental health system can insure they lead a self-determined life in the community, rather than remaining dependent on the mental health system for a lifetime.”

“A recovery-oriented mental health system embraces the following values:

- Self-determination
- Empowering relationships

- Meaningful roles in society
- Eliminating stigma and discrimination”

*An Analysis of the Definitions and Elements of Recovery: A Review of the Literature*

“Recovery is often described as a process undertaken differently by each unique individual, he or she confronting challenges using his or her composite of strengths and vulnerabilities and the resources that are available.”

*A New Vision of Recovery*

*National Empowerment Center*

“... the degree of interruption in a person’s social role is more important in affixing the label mental illness to someone than their mental illness ... recovery is possible through a combination of supports needed to (re)establish a major social role and the self-management skills needed to take control of the major decisions affecting one ... This combination of social supports and self-management help the person regain membership in society and regain the sense of being a whole person. Self-help and peer-support are fundamental elements in this journey of recovery because often the only people who can truly understand the feeling of exclusion are those who have also been labeled.

According to this vision, one is capable of recovering from the mental illness itself, not merely regaining functioning while remaining mentally ill. This distinction is critical in a person’s motivation to improve, as well as in the attitudes of society toward people who have been labeled.

“... the goal of treatment is assisting people in gaining greater control of their lives and assisting them in regaining valued roles in society. The primary goal of treatment should not be to control the person’s behavior.

“... people regain a valued social role through support services in housing, work, education, and parenting ... as many of these services as possible should be run by people who have recovered ... these services are as vital to recovery as any medical procedure.”

*Judi Chamberlain, National Empowerment Center, Center for Psychiatric Rehabilitation*

“Empowerment: The Elements

- Having decision-making power
- Having access to information and resources
- Having a range of options from which to choose
- Assertiveness
- A feeling that the individual can make a difference
- Learning to think critically; unlearning the conditioning; seeing things differently
- Learning about and expressing anger
- Not feeling alone; feeling part of a group
- Understanding that people have rights
- Effecting change in one’s life and in one’s community

- Learning skills that the individual defines as important
- Changing other perceptions of one's competency and capacity to act
- Coming out of the closet
- Growth and change that is never-ending and self-initiated"

"Operating an empowerment-oriented program has risks, as does becoming empowered. The desire to protect (and be protected) is a strong one; nonetheless, there are genuine benefits when clients begin to control their own lives, and when practitioners become guides and coaches in this process, rather than assuming the long-term, paternalistic role of supervisors. Such a shift of roles and practices would make rehabilitation services truly transformative in the lives of their clients."

### **Prejudice and Discrimination:**

"A New Vision of Recovery"

National Empowerment Center

- "Psychiatric disabilities are unique because the label of mental illness itself creates a barrier to people returning to work. Perhaps more than any other label in society, mental illness indicates to the person and those around them that he/she will never be capable of work .... Therefore, to truly remove this barrier to people returning to work it is necessary to recognize that people recover from mental illness, and that work helps in the process."

"...The deviance status and the accompanying stigma of mental illness imposed by the greater society, however, carries with it a host of barriers to successful recovery, including poverty and social marginalization.

### **Transparency:**

*Infusing Recovery-Based Principles Into Mental Health Services", Sept. 2004*

*From "The Ten Rules for Quality Mental Health Services in New York State*

"There must be free access to records."

- Do away with long waiting periods and unaffordable fees
- Establish Clinical Access Review Committees so that a grievance procedure can be followed
- Create records jointly with the person using the service
- Have the ability to change or comment on records – empowers consumers to participate in the permanent "story" about them
- Understand that mental health records are perceived differently and can keep consumers from getting jobs, certifications – can be a great barrier in achieving a quality of life free from stigma and discrimination
- Training needs to be offered to providers in this area

- HIPAA must be taken seriously and adhered to; offenses must be aggressively enforced

**“It Must Be A System Based on Trust.”**

- Coercion a huge barrier
- Self-help groups foster an environment of hope; view each other as equals; interact in a healthy, healing supportive and trusting manner – not always that way with professionals, who can be stale, clinical, sterile and boundary-restricted
- Mutual respect – both sides have expertise
- Open communication, honesty, clear expectations and active listening
- Need trust between peer providers and other providers – can educate the community about recovery and diminish discrimination
- Will provide honest information regarding medications, therapy, programs, housing and alternatives
- Greater collaboration on new programs and initiatives

**Inclusion**

*Position Statement On Consumer and Family Member Inclusion  
Adopted by the Inclusion Task Force, November 6, 2006*

“The meaningful involvement of consumers and family members in the design, planning, implementation, delivery, research and evaluation of services requires developing and supporting consumers and family members to be effective participants. Consumer and family involvement are indispensable to the progressive development of services and supports that are necessary for recovery. Because consumers know what services and supports work for them, policy makers and providers should listen to them, and avenues must be in place so that those who have significant direct personal knowledge and experience with their own recovery can help guide the development and provision of effective recovery-oriented services and supports.”

*Report of the Subcommittee on Consumer Issues: Shifting to a Recovery-Based Continuum of Community Care, 2003*

“All boards, panels, and committees where mental health policy and research decisions are considered should include significant consumer representation. This might be accomplished by developing consumer representation guidelines and providing incentives for consumer inclusion.”

“HHS, CMS and the VA are urged to ensure that any programs receiving federal funding provide evidence that consumers play a primary role in the design, implementation and evaluation of their individual recovery plans, and that these plans are based on consumer goals.”

*Achieving the Promise: Transforming Mental Health Care in America (2003)*

- Consumers who work as providers help expand the range and availability of services and supports that professionals offer
- Consumer-run services and consumer-providers can broaden access to peer support, engage more individuals in traditional mental health services, and serve as a resource in the recovery of people with behavioral health conditions
- Consumers, because of their experiences, bring different attitudes, motivations, insights and behavioral qualities to behavioral health treatment
- Consumers, because of their experiences, have an important perspective that requires their direct participation in treatment planning, evaluation and research activities
- Consumers have a key role in expanding the behavioral health care delivery workforce and in creating a system that focuses on recovery
- Emerging research has demonstrated that having hope and opportunity for self-determination are important factors that contribute to recovery. Consumer knowledge has been translated to a growing understand that people can recover and that peer support has an important role in the recovery process.”

*Inclusion of Mental Health Consumers On Research Teams*

*John Q. Hodges, Ph.D., MSW*

*Psychiatric Services 56:1158-59, September 2005*

“Although studies have examined consumer inclusion in the mental health system, they have historically been conducted with little or no consumer input into the research process ... As members of research teams, consumers can help to ensure that research is sensitive to their needs, concerns and desired outcomes.”

“Consumers have become increasingly involved in all other aspects of the mental health system, but it seems likely that they are still not systematically included in research on their own illnesses and services for these illnesses. Giving consumers a voice in the research context is a first step toward a more sensitive set of outcomes and measurements for the field.”

Nebraska's Public Mental Health And Substance Abuse System:  
A Status report With Recommendations for Improvement  
January 5, 2001

Pg. 18:

The stigma associated with mental disorders and substance abuse problems has existed throughout history. Where a person lives, how they are employed, whom they associate with are all impacted by this stigma. Although efforts to educate the general public have resulted in greater knowledge of mental illnesses and substance abuse it has not allayed the fear, bias and prejudices associated with mental disorders and substance abuse problems. (Mental Health: A Report of the Surgeon General)

Vision of the NBHS:

Working together in partnership for a united and comprehensive Behavioral Health System driven by consumer needs.

The NBHS will operate with the following values:

The system is consumer-driven

- Consumer and Family Involvement at all Levels
- Consumers treated with dignity and respect
- Easy consumer access

Strength-based services

- On-going assessment
- Optimal level of individual functioning
- Wellness and Recovery-focused

The system utilizes continuous improvement

- Measured against high local and national standards
- Accurate and meaningful data